

EXHIBIT 4

From: Cindy Hermosillo
Sent: Monday, December 19, 2022 9:21 AM
To: Melissa Ford
Subject: RE: Charlene Carter
Attachments: IIOTG_12-XX-22.docx

Let me know if you don't see the tracked changes – here's a screenshot just in case:

At the time of the event, Southwest conducted an investigation when an Employee reported receiving what we believed were inappropriate, harassing, and offensive communications from a ~~Ceo~~-worker, including extremely graphic and disturbing visuals that Southwest perceived were in violation of several Company policies. Southwest conducted a thorough investigation and through that process, it was ultimately determined that the Employee who sent the communications did not adhere to Southwest policies and guidelines, resulting in her termination. Although the decision was grieved, the termination was upheld by an arbitrator, who "found the postings and messages to be repulsive and beyond the bounds of civility."

Soon after, the terminated Employee filed a lawsuit and recently, a court entered a judgment in her favor after a jury trial, with requirements that the Company pay monetary damages, distribute communication to Flight Attendants about the ruling, and reinstate her employment with the Company. We are extremely disappointed with the ~~c~~Court's ruling and are appealing the decision to the Fifth Circuit Court of Appeals. The Company will implement the judgment as we work through the appeal process and await a final ruling.

On December 5, 2022, a federal court in Dallas entered a judgment against Southwest and Transport Workers Union 556 in connection with a lawsuit alleging, among other things, religious discrimination and interference with rights under the Railway Labor Act. The court ordered us to email you the ~~attached~~ judgment and the jury's verdict. The court also ordered us to inform you that Southwest does not discriminate against our Employees for their religious practices and beliefs, including—but not limited to—those expressed on social media and those concerning abortion.



Cindy Hermosillo

Should the word "attached" be changed to "above"?

Oh wait, is there going to be an attachment that we hyperlink here?

From: Melissa Ford ~~REDACTED~~ @wnco.com>
Sent: Monday, December 19, 2022 9:16 AM
To: Cindy Hermosillo ~~REDACTED~~ @wnco.com>
Subject: RE: Charlene Carter

Thank you! Can you track the edits? Not sure we can make changes unless they're misspellings, etc.

From: Cindy Hermosillo ~~REDACTED~~ @wnco.com>
Sent: Monday, December 19, 2022 9:15 AM
To: Melissa Ford ~~REDACTED~~ @wnco.com>
Subject: RE: Charlene Carter

Attached with minor edits and a comment/question.

From: Melissa Ford ~~REDACTED~~ @wnco.com>
Sent: Monday, December 19, 2022 9:04 AM
To: Cindy Hermosillo ~~REDACTED~~ @wnco.com>
Subject: FW: Charlene Carter

Southwest Airlines has a demonstrated history of supporting our Employees' rights to express their opinions when done in a civil and respectful manner. We have established policies and guidelines that we must all adhere to as we work to create and protect a healthy work environment. We regularly update our policies to make our Employee expectations clear and are currently refreshing our social media policy in response to litigation surrounding an online

conversation between Employees that ultimately created unnecessary tension among a workgroup, and, we felt, crossed the boundaries of acceptable behavior.

At the time of the event, Southwest conducted an investigation when an Employee reported receiving what we believed were inappropriate, harassing, and offensive communications from a co-worker, including extremely graphic and disturbing visuals that Southwest perceived were in violation of several Company policies. Southwest conducted a thorough investigation and through that process, it was ultimately determined that the Employee who sent the communications did not adhere to Southwest policies and guidelines, resulting in her termination. Although the decision was grieved, the termination was upheld by an arbitrator, who “found the postings and messages to be repulsive and beyond the bounds of civility.”

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Inflight Info on the Go

News for Inflight Operations Employees

December 19, 2022

TITLE | *Author Name, Author Title*

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Commented [CH1]: Should the word "attached" be changed to "above"?

Oh wait, is there going to be an attachment that we can hyperlink here?

SWA INTERNAL

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From: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>
Sent: Monday, December 12, 2022 10:31 AM
To: Chris Maberry
Cc: Lauren Bobis Armstrong; Brook Patterson; Morris, Brian K.
Subject: [REDACTED]

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[REDACTED]

Paulo B. McKeeby
Partner
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Suite 1500
Dallas, TX 75201
T: +1 469 680 4200
F: +1 469 680 4299
www.reedsmit.com

From: Ed Cloutman <ecloutman@lawoffices.email>
Sent: Monday, December 12, 2022 10:28 AM
To: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>; Adam Greenfield <agreenfield@candglegal.com>
Cc: Morris, Brian K. <BMorris@reedsmit.com>
Subject: Re: Carter judgement

EXTERNAL E-MAIL - From ecloutman@lawoffices.email

Paulo-

My apologies for not responding sooner. The 556 EB has not made a decision on notice to the 556 membership. The EB resumes its meeting on Tuesday (tomorrow), so we may have an update during the week.

Ed

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From: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>

Sent: Monday, December 12, 2022 10:19:17 AM

To: Ed Cloutman <ecloutman@lawoffices.email>; Adam Greenfield <agreenfield@candglegal.com>

Cc: Morris, Brian K. <BMorris@reedsmit.com>

Subject: RE: Carter judgement

Ed and Adam: Following up re the below. Thanks

Paulo B. McKeeby

Partner

Labor & Employment

pmckeeby@reedsmit.com

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Dallas, TX 75201

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F: +1 469 680 4299

www.reedsmit.com

From: Ed Cloutman <ecloutman@lawoffices.email>

Sent: Friday, December 9, 2022 3:34 PM

To: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>

Cc: Adam Greenfield <agreenfield@candglegal.com>; Morris, Brian K. <BMorris@reedsmit.com>

Subject: Re: Carter judgement

EXTERNAL E-MAIL - From ecloutman@lawoffices.email

Thanks. I will call or text tomorrow after the 556 E.Bd. meeting.

Ed

Sent from my iPhone

On Dec 9, 2022, at 2:15 PM, McKeeby, Paulo B. <PMcKeeby@reedsmit.com> wrote:

Ed: In case you need it over the weekend, my cell number is (214) 274 3799.

Paulo B. McKeeby

Partner

Labor & Employment

pmckeeby@reedsmit.com

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Dallas, TX 75201
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F: +1 469 680 4299
www.reedsmith.com

From: McKeeby, Paulo B.
Sent: Friday, December 9, 2022 1:11 PM
To: 'Ed Cloutman' <edcloutman@lawoffices.email>; Adam Greenfield <agreenfield@candglegal.com>
Cc: Morris, Brian K. <BMorris@reedsmith.com>
Subject: RE: Carter judgement

I will plan on calling you at 2:00. The purpose of the call is to discuss the Union's willingness to issue a joint notice with Southwest to Southwest flight attendants as contemplated by the Court's judgment below:

The Court **ORDERS** Southwest and Local 556 to inform Southwest flight attendants that, under Title VII, the Defendants may not discriminate against Southwest flight attendants for their religious practices and beliefs, including—but not limited to—those expressed on social media and those concerning abortion.

Paulo B. McKeeby
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Labor & Employment

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To: McKeeby, Paulo B. <PMcKeeby@reedsmith.com>; Adam Greenfield <agreenfield@candglegal.com>
Subject: Re: Carter judgement

EXTERNAL E-MAIL - From edcloutman@lawoffices.email

I am out 1:00-2:00, and have another call at 2:30. Available otherwise.

Ed

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From: McKeeby, Paulo B. <PMcKeeby@reedsmith.com>
Sent: Friday, December 9, 2022 11:28:58 AM
To: Adam Greenfield <agreenfield@candglegal.com>; Ed Cloutman <ecloutman@lawoffices.email>
Subject: RE: Carter judgement

Thanks. I will give Ed a call this afternoon.

Sent with BlackBerry Work
(www.blackberry.com)

From: Adam Greenfield <agreenfield@candglegal.com>
Date: Friday, Dec 09, 2022 at 11:24 AM
To: Ed Cloutman <ecloutman@lawoffices.email>, McKeeby, Paulo B. <PMcKeeby@reedsmith.com>
Subject: Re: Carter judgement

EXTERNAL E-MAIL - From agreenfield@candglegal.com

Paulo—

I'm feeling pretty crappy and have been out most of the week. I should be back on my feet by Monday.

Please give Ed Cloutman a call if you need to speak before Monday. +1 (214) 232-9015

Thanks, Adam

On Fri, Dec 9, 2022 at 8:55 AM McKeeby, Paulo B. <PMcKeeby@reedsmith.com> wrote:

Adam: Can you give me a call today when you get a chance? I wanted to discuss the notice requirements under Judge Starr's recent order. Thanks

Paulo B. McKeeby

Partner

pmckeeby@reedsmith.com

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* * *

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Thanks, Adam Greenfield

Law Offices of Cloutman & Greenfield, PLLC
3301 Elm Street
Dallas, TX 75226
Office: 214-939-9223
Cell: 214-642-7486

**Board Certified Specialist
in Labor & Employment Law,
Texas Board of Legal Specialization*

From: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>
Sent: Friday, December 16, 2022 9:33 AM
To: Chris Maberry
Cc: Brook Patterson
Subject: [REDACTED]

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[REDACTED]

Paulo B. McKeeby
Partner
Labor & Employment

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Dallas, TX 75201
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From: Adam Greenfield <agreenfield@candglegal.com>
Sent: Friday, December 16, 2022 9:23 AM
To: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>
Cc: Ed Cloutman <ecloutman@lawoffices.email>
Subject: Re: Joint notice

EXTERNAL E-MAIL - From agreenfield@candglegal.com

Paulo—

Thank you for checking back in, I got word last night that they plan on issuing a separate notice.

Thanks, Adam

On Fri, Dec 16, 2022 at 8:52 AM McKeeby, Paulo B. <PMcKeeby@reedsmit.com> wrote:

Adam: Checking one last time to see if there is an interest on the Union's part to issue a joint notice per the Court's judgment.

Sent with BlackBerry Work
(www.blackberry.com)

* * *

This E-mail, along with any attachments, is considered confidential and may well be legally privileged. If you have received it in error, you are on notice of its status. Please notify us immediately by reply e-mail and then delete this message from your system. Please do not copy it or use it for any purposes, or disclose its contents to any other person. Thank you for your cooperation.

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Thanks, Adam Greenfield

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Dallas, TX 75226
Office: 214-939-9223
Cell: 214-642-7486

**Board Certified Specialist
in Labor & Employment Law,
Texas Board of Legal Specialization*

From: Chris Maberry
Sent: Friday, December 16, 2022 11:00 AM
To: Brandy King
Cc: Brook Patterson
Subject: RE: Charlene Carter Reinstatement (attorney-client communication; privileged and confidential)

Hi Brandy,

Wanted you to know that we plan to email the Flight Attendants today with the language below, and attach a copy of the judgment and the jury verdict. Please let me know if you need anything.

Best,

Chris

From: Brandy King **REDACTED** @wnco.com>
Sent: Tuesday, December 13, 2022 4:26 PM
To: Chris Maberry **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: Re: Charlene Carter Reinstatement (attorney-client communication; privileged and confidential)

Appreciate your speedy response and spell check - hopefully, this brings me one step closer to becoming an attorney.

When did the copies get posted in break rooms? Any idea if we have heard from flight attendants about the postings?

From: Chris Maberry **REDACTED** @wnco.com>
Sent: Tuesday, December 13, 2022 4:19 PM
To: Brandy King **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: RE: Charlene Carter Reinstatement (attorney-client communication; privileged and confidential)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Brandy King **REDACTED** @wnco.com>
Sent: Tuesday, December 13, 2022 4:14 PM
To: Chris Maberry **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: Charlene Carter Reinstatement (attorney-client communication; privileged and confidential)

A series of 10 horizontal black bars of varying lengths, decreasing from left to right. The bars are positioned at different vertical intervals, creating a stepped effect. The first bar is the longest and is located at the top. Subsequent bars are progressively shorter and are located at lower vertical positions. The bars are set against a white background.

From: Chris Maberry **REDACTED** [@wnco.com>
Sent: Tuesday, December 13, 2022 1:59 PM
To: Brandy King **REDACTED** \[@wnco.com>\]\(mailto:@wnco.com\)](mailto:@wnco.com)

Cc: Kerrie Forbes [REDACTED @wnco.com](#); Kevin Minchey [REDACTED @wnco.com](#)

Subject: RE: Revised Communication for Review Re: Media Inquiry: The Texan News | Charlene Carter Reinstatement

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Brandy King [REDACTED @wnco.com](#)

Sent: Tuesday, December 13, 2022 1:03 PM

To: Chris Maberry [REDACTED @wnco.com](#)

Cc: Kerrie Forbes [REDACTED @wnco.com](#); Kevin Minchey [REDACTED @wnco.com](#)

Subject: Revised Communication for Review Re: Media Inquiry: The Texan News | Charlene Carter Reinstatement

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Chris Maberry **REDACTED** [@wnco.com>](mailto:@wnco.com)

Sent: Tuesday, December 13, 2022 10:12 AM

To: Brandy King **REDACTED** [@wnco.com>](mailto:@wnco.com)

Cc: Kerrie Forbes **REDACTED** [@wnco.com>](mailto:@wnco.com); Kevin Minchey **REDACTED** [@wnco.com>](mailto:@wnco.com)

Subject: RE: Media Inquiry: The Texan News | Charlene Carter Reinstatement

[REDACTED]

[REDACTED]

From: Brandy King **REDACTED** [@wnco.com>](mailto:@wnco.com)

Sent: Tuesday, December 13, 2022 9:55 AM

To: Chris Maberry **REDACTED** [@wnco.com>](mailto:@wnco.com)

Cc: Kerrie Forbes **REDACTED** [@wnco.com>](mailto:@wnco.com); Kevin Minchey **REDACTED** [@wnco.com>](mailto:@wnco.com)

Subject: Fw: Media Inquiry: The Texan News | Charlene Carter Reinstatement

[REDACTED]

[REDACTED]

-----Original Message-----

From: Kim Roberts <kroberts@thetexan.news>

Sent: Tuesday, December 13, 2022 9:40 AM

To: Southwest Airlines Media Inquiry **REDACTE** [@wnco.com>](mailto:@wnco.com)

Subject: EXTERNAL - Charlene Carter Reinstatement

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Kim Roberts
The Texan news

From: Mike Sims
Sent: Friday, December 16, 2022 12:32 PM
To: Chris Maberry; Meggan Jones; Rachel Loudermilk
Cc: Brook Patterson
Subject: RE: Carter - court-ordered notice to all FAs

Chris:

Do you have a few minutes for a quick call for some clarification?

mjs

From: Chris Maberry **REDACTED** @wnco.com>
Sent: Friday, December 16, 2022 11:55
To: Meggan Jones **REDACTED** @wnco.com>; Mike Sims **REDACTED** wnco.com>; Rachel Loudermilk
REDACTED @wnco.com>
Cc: Brook Patterson **REDACTED** @wnco.com>
Subject: RE: Carter - court-ordered notice to all FAs

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Meggan Jones REDACTED @wnco.com
Sent: Friday, December 16, 2022 11:51 AM
To: Chris MaberryREDACTED @wnco.com; Mike Sims REDACTED @wnco.com; Rachel Loudermilk
REDACTED @wnco.com
Cc: Brook Patterson REDACTED @wnco.com
Subject: Re: Carter - court-ordered notice to all FAs

From: Chris Maberry **REDACTED** [@wnco.com>](mailto:@wnco.com)
Sent: Friday, December 16, 2022 10:48:21 AM
To: Mike Sims **REDACTED** [@wnco.com>](mailto:@wnco.com); Rachel Loudermilk **REDACTED** [@wnco.com>](mailto:@wnco.com)
Cc: Meggan Jones **REDACTED** [@wnco.com>](mailto:@wnco.com); Brook Patterson **REDACTED** [@wnco.com>](mailto:@wnco.com)
Subject: Carter - court-ordered notice to all FAs

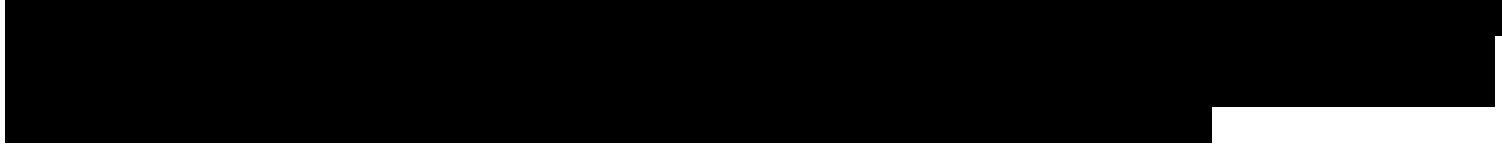


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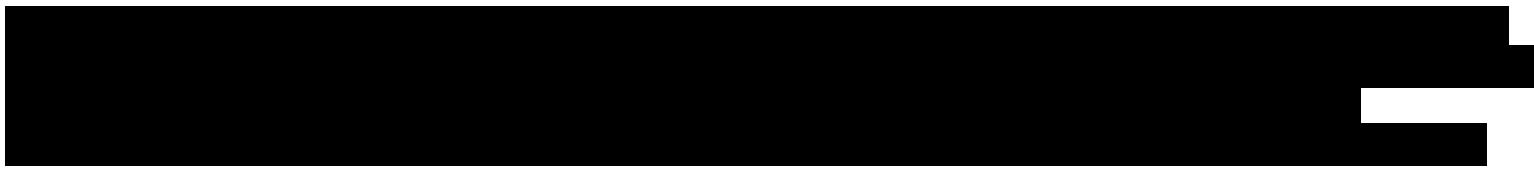
From: Chris Maberry
Sent: Monday, December 12, 2022 2:56 PM
To: Brook Patterson; Lauren Bobis Armstrong
Subject: FW: Summary of Carter judgment (attorney-client communication; privileged and confidential)
Attachments: Carter message to EEs - CM and KVF edits V2.docx

Fyi.

From: Chris Maberry
Sent: Monday, December 12, 2022 2:55 PM
To: Brandy King **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: RE: Summary of Carter judgment (attorney-client communication; privileged and confidential)



From: Brandy King **REDACTED** @wnco.com>
Sent: Monday, December 12, 2022 2:30 PM
To: Chris Maberry **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: Re: Summary of Carter judgment (attorney-client communication; privileged and confidential)



From: Chris Maberry **REDACTED** @wnco.com>
Sent: Monday, December 12, 2022 11:00 AM
To: Brandy King **REDACTED** @wnco.com>
Cc: Kerrie Forbes **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>
Subject: RE: Summary of Carter judgment (attorney-client communication; privileged and confidential)

From: Brandy King [REDACTED @wnco.com](#)
Sent: Friday, December 9, 2022 5:09 PM
To: Chris Maberry [REDACTED @wnco.com](#)
Cc: Kerrie Forbes [REDACTED @wnco.com](#); Kevin Minchey [REDACTED @wnco.com](#)
Subject: Re: Summary of Carter judgment (attorney-client communication; privileged and confidential)

From: Chris Maberry [REDACTED @wnco.com](#)
Sent: Tuesday, December 6, 2022 4:44 PM
To: Brandy King [REDACTED @wnco.com](#)
Cc: Kerrie Forbes [REDACTED @wnco.com](#); Kevin Minchey [REDACTED @wnco.com](#)
Subject: Summary of Carter judgment (attorney-client communication; privileged and confidential)

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FYI from your hardworking Local.

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Subject: Re: Carter judgement

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Partner

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Cc: Adam Greenfield <agreenfield@candglegal.com>; Morris, Brian K. <BMorris@reedsmit.com>

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Paulo B. McKeeby

Partner

Labor & Employment

pmckeeby@reedsmit.com

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To: 'Ed Cloutman' <edcloutman@lawoffices.email>; Adam Greenfield <agreenfield@candglegal.com>
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Paulo B. McKeeby
Partner
Labor & Employment

pmckeeby@reedsmith.com
469-680-4227

Reed Smith LLP
2850 N. Harwood Street
Suite 1500
Dallas, TX 75201
T: +1 469 680 4200
F: +1 469 680 4299
www.reedsmith.com

From: Ed Cloutman <edcloutman@lawoffices.email>
Sent: Friday, December 9, 2022 12:11 PM
To: McKeeby, Paulo B. <PMcKeeby@reedsmith.com>; Adam Greenfield <agreenfield@candglegal.com>
Subject: Re: Carter judgement

EXTERNAL E-MAIL - From edcloutman@lawoffices.email

I am out 1:00-2:00, and have another call at 2:30. Available otherwise.

Ed

Get [Outlook for iOS](#)

From: McKeeby, Paulo B. <PMcKeeby@reedsmit.com>
Sent: Friday, December 9, 2022 11:28:58 AM
To: Adam Greenfield <agreenfield@candglegal.com>; Ed Cloutman <ecloutman@lawoffices.email>
Subject: RE: Carter judgement

Thanks. I will give Ed a call this afternoon.

Sent with BlackBerry Work
(www.blackberry.com)

From: Adam Greenfield <agreenfield@candglegal.com>
Date: Friday, Dec 09, 2022 at 11:24 AM
To: Ed Cloutman <ecloutman@lawoffices.email>, McKeeby, Paulo B. <PMcKeeby@reedsmit.com>
Subject: Re: Carter judgement

EXTERNAL E-MAIL - From agreenfield@candglegal.com

Paulo—

I'm feeling pretty crappy and have been out most of the week. I should be back on my feet by Monday.

Please give Ed Cloutman a call if you need to speak before Monday. [REDACTED]

Thanks, Adam

On Fri, Dec 9, 2022 at 8:55 AM McKeeby, Paulo B. <PMcKeeby@reedsmit.com> wrote:

Adam: Can you give me a call today when you get a chance? I wanted to discuss the notice requirements under Judge Starr's recent order. Thanks

Paulo B. McKeeby

Partner

Labor & Employment

pmckeeby@reedsmith.com

469-680-4227

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[Suite 1500](#)

[Dallas, TX 75201](#)

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* * *

This E-mail, along with any attachments, is considered confidential and may well be legally privileged. If you have received it in error, you are on notice of its status. Please notify us immediately by reply e-mail and then delete this message from your system. Please do not copy it or use it for any purposes, or disclose its contents to any other person. Thank you for your cooperation.

Disclaimer Version RS.US.201.407.01

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Thanks, Adam Greenfield

Law Offices of Cloutman & Greenfield, PLLC
3301 Elm Street
Dallas, TX 75226
Office: 214-939-9223
Cell: 214-642-7486

**Board Certified Specialist
in Labor & Employment Law,
Texas Board of Legal Specialization*

From: Chris Maberry
Sent: Tuesday, December 20, 2022 1:15 PM
To: Brook Patterson; Lauren Bobis Armstrong
Subject: FW: Charlene Carter Court Ordered F/A Communication Today
Attachments: Recent Court Decision; IIOTG | Recent Court Decision

FYI, the emails have gone out. Lauren hope you are recovering well!

From: Cindy Hermosillo **REDACTED** @wnco.com>
Sent: Tuesday, December 20, 2022 12:58 PM
To: Sonya Lacore **REDACTED** @wnco.com>
Cc: Mike Sims **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: RE: Charlene Carter Court Ordered F/A Communication Today

All—attached are the two emails that have been distributed to all Inflight Operations Employees, which includes all Flight Attendants.

Thank you,
Cindy

From: Cindy Hermosillo
Sent: Tuesday, December 20, 2022 12:33 PM
To: Sonya Lacore **REDACTED** @wnco.com>
Cc: Mike Sim **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: RE: Charlene Carter Court Ordered F/A Communication Today

All, I'm preparing the messages now to send to all IF Ops EEs, so they'll be in your inboxes shortly.

From: Sonya Lacore **REDACTED** @wnco.com>
Sent: Tuesday, December 20, 2022 11:53 AM
To: Cindy Hermosillo **REDACTED** @wnco.com>
Cc: Mike Sims **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

[REDACTED]

[REDACTED]

On Dec 20, 2022, at 9:58 AM, Cindy Hermosillo <Cindy.Hermosillo@wnco.com> wrote:

From: Sonya Lacore **REDACTED** [@wnco.com>](mailto:@wnco.com)
Sent: Tuesday, December 20, 2022 9:54 AM
To: Mike Sim **REDACTED** [@wnco.com>](mailto:@wnco.com)
Cc: IFOPS Directors-DG **REDACTED** [@wnco.com>](mailto:@wnco.com); Kevin Minchey **REDACTED** [@wnco.com>](mailto:@wnco.com); Chris Maberry **REDACTED** [@wnco.com>](mailto:@wnco.com); Meggan Jones **REDACTED** [@wnco.com>](mailto:@wnco.com); Melissa Ford **REDACTED** [@wnco.com>](mailto:@wnco.com); Cindy Hermosillo **REDACTED** [@wnco.com>](mailto:@wnco.com)
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

On Dec 20, 2022, at 8:34 AM, Mike Sims **REDACTED** [@wnco.com>](mailto:@wnco.com) wrote:

Team:

As I mentioned last week in Staff, the court has required the Company to individually email all of our F/As the jury's verdict and the court decision. We are working with General Counsel and Corp Comm to get the emails out today. Since this communication may ignite emotions in our workgroup, we are taking steps to manage potential feedback.

Here is the plan:

1. Rachel will meet with the Base Leaders at 0930 to advise of the required communication and attachments
2. Once we have final green light from Rachel, Counsel, and Corp Comm, the email will be pushed using the "Inflight Operations" mailbox. It will be authored by General Counsel.
3. Shortly thereafter, Cindy will do an IFOTG, with a more comprehensive statement approved by Counsel
4. We will partner with General Counsel to manage EE feedback, if necessary.

As you can imagine, there have been a lot of moving parts the last few days to ensure compliance with the court order. Special thanks to Chris Maberry, Brandy King, Melissa

Ford, Cindy Hermosillo for pulling all this together while Meggan Jones has worked on getting Carter reinstated.

If you have questions, please feel free to reach out.

I will send the attachments in a separate email shortly.

Mike Sims

From: Chris Maberry
Sent: Wednesday, December 21, 2022 9:01 AM
To: Brook Patterson; Lauren Bobis Armstrong
Subject: FW: Charlene Carter Court Ordered F/A Communication Today
Attachments: Recent Court Decision; IIOTG | Recent Court Decision

Wanted y'all to have the copies of the notices that were sent out. For filing in TC please.

Thanks!

Chris

From: Cindy Hermosillo **REDACTED** @wnco.com>
Sent: Tuesday, December 20, 2022 12:58 PM
To: Sonya Lacore **REDACTED** @wnco.com>
Cc: Mike Sims **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: RE: Charlene Carter Court Ordered F/A Communication Today

All—attached are the two emails that have been distributed to all Inflight Operations Employees, which includes all Flight Attendants.

Thank you,
Cindy

From: Cindy Hermosillo
Sent: Tuesday, December 20, 2022 12:33 PM
To: Sonya Lacore **REDACTED** @wnco.com>
Cc: Mike Sim **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: RE: Charlene Carter Court Ordered F/A Communication Today

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From: Sonya Lacore **REDACTED** @wnco.com>
Sent: Tuesday, December 20, 2022 11:53 AM
To: Cindy Hermosillo **REDACTED** @wnco.com>
Cc: Mike Sims **REDACTED** wnco.com>; IFOPS Directors-DG **REDACTED** @wnco.com>; Kevin Minchey **REDACTED** @wnco.com>; Chris Maberry **REDACTED** @wnco.com>; Meggan Jones **REDACTED** @wnco.com>; Melissa Ford **REDACTED** @wnco.com>
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Sonya Lacore~~REDACTED~~ @wnco.com
Sent: Tuesday, December 20, 2022 9:54 AM
To: Mike Sims~~REDACTED~~ @wnco.com
Cc: IFOPS Directors-DG~~REDACTED~~ @wnco.com; Kevin Minchey~~REDACTED~~ @wnco.com; Chris Maberry~~REDACTED~~ @wnco.com; Meggan Jones~~REDACTED~~ @wnco.com; Melissa Ford~~REDACTED~~ @wnco.com; Cindy Hermosillo~~REDACTED~~ @wnco.com
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Dec 20, 2022, at 8:34 AM, Mike Sims~~REDACTED~~ @wnco.com wrote:

Team:

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If you have questions, please feel free to reach out.

I will send the attachments in a separate email shortly.

Mike Sims

From: Cindy Hermosillo
Sent: Tuesday, December 20, 2022 12:58 PM
To: Sonya Lacore
Cc: Mike Sims; IFOPS Directors-DG; Kevin Minchey; Chris Maberry; Meggan Jones; Melissa Ford
Subject: RE: Charlene Carter Court Ordered F/A Communication Today
Attachments: Recent Court Decision; IIOTG | Recent Court Decision

All—attached are the two emails that have been distributed to all Inflight Operations Employees, which includes all Flight Attendants.

Thank you,
Cindy

From: Cindy Hermosillo
Sent: Tuesday, December 20, 2022 12:33 PM
To: Sonya Lacore <Sonya.Lacore@wnco.com>
Cc: Mike Sims <Mike.Sims@wnco.com>; IFOPS Directors-DG <IFOPSDirectors-DG@wnco.com>; Kevin Minchey <Kevin.Minchey@wnco.com>; Chris Maberry <Chris.Maberry@wnco.com>; Meggan Jones <Meggan.Jones@wnco.com>; Melissa Ford <Melissa.Ford@wnco.com>
Subject: RE: Charlene Carter Court Ordered F/A Communication Today

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Cc: Mike Sim REDACTED [@wnco.com>](mailto:@wnco.com); IFOPS Directors-DG REDACTED [@wnco.com>](mailto:@wnco.com); Kevin Minchey
REDACTED [@wnco.com>](mailto:@wnco.com); Chris Maberry REDACTED [@wnco.com>](mailto:@wnco.com); Meggan Jones REDACTED [@wnco.com>](mailto:@wnco.com);
Melissa Ford REDACTED [@wnco.com>](mailto:@wnco.com)
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

On Dec 20, 2022, at 9:58 AM, Cindy Hermosillo [REDACTED](#) @wnco.com wrote:

From: Sonya Lacore REDACTED @wnco.com>
Sent: Tuesday, December 20, 2022 9:54 AM
To: Mike Sims REDACTED wnco.com>

Case 3:17-cv-02278-X Document 412-4 Filed 05/05/23 Page 35 of 40 PageID 13048
Cc: IFOPS Directors-DG **REDACTED** @wnco.com; Kevin Minchey **REDACTED** @wnco.com; Chris Maberry **REDACTED** @wnco.com; Meggan Jones **REDACTED** @wnco.com; Melissa Ford **REDACTED** @wnco.com; Cindy Hermosillo **REDACTED** @wnco.com
Subject: Re: Charlene Carter Court Ordered F/A Communication Today

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Dec 20, 2022, at 8:34 AM, Mike Sims **REDACTE** @wnco.com wrote:

Team:

As I mentioned last week in Staff, the court has required the Company to individually email all of our F/As the jury's verdict and the court decision. We are working with General Counsel and Corp Comm to get the emails out today. Since this communication may ignite emotions in our workgroup, we are taking steps to manage potential feedback.

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If you have questions, please feel free to reach out.

I will send the attachments in a separate email shortly.

Mike Sims

From: McKeeby, Paulo B. <PMcKeeby@reedsmith.com>
Sent: Friday, December 16, 2022 9:33 AM
To: Chris Maberry
Cc: Brook Patterson
Subject: EXTERNAL - FW: Joint notice

Caution: Sender is from outside SWA. Take caution before opening links/attachments or replying with sensitive data. Learn how to report suspicious emails by searching 'PhishAlarm' on SWALife.

Chris: See below.

Paulo B. McKeeby
Partner
Labor & Employment

pmckeeby@reedsmith.com
469-680-4227

Reed Smith LLP
2850 N. Harwood Street
Suite 1500
Dallas, TX 75201
T: +1 469 680 4200
F: +1 469 680 4299
www.reedsmith.com

From: Adam Greenfield <agreenfield@candglegal.com>
Sent: Friday, December 16, 2022 9:23 AM
To: McKeeby, Paulo B. <PMcKeeby@reedsmith.com>
Cc: Ed Cloutman <ecloutman@lawoffices.email>
Subject: Re: Joint notice

EXTERNAL E-MAIL - From agreenfield@candglegal.com

Paulo—

Thank you for checking back in, I got word last night that they plan on issuing a separate notice.

Thanks, Adam

On Fri, Dec 16, 2022 at 8:52 AM McKeeby, Paulo B. <PMcKeeby@reedsmith.com> wrote:

Adam: Checking one last time to see if there is an interest on the Union's part to issue a joint notice per the Court's judgment.

Sent with BlackBerry Work
(www.blackberry.com)

* * *

This E-mail, along with any attachments, is considered confidential and may well be legally privileged. If you have received it in error, you are on notice of its status. Please notify us immediately by reply e-mail and then delete this message from your system. Please do not copy it or use it for any purposes, or disclose its contents to any other person. Thank you for your cooperation.

Disclaimer Version RS.US.201.407.01

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Thanks, Adam Greenfield

Law Offices of Cloutman & Greenfield, PLLC
3301 Elm Street
Dallas, TX 75226
Office: 214-939-9223
Cell: 214-642-7486

**Board Certified Specialist
in Labor & Employment Law,
Texas Board of Legal Specialization*

From: Chris Maberry
Sent: Monday, December 19, 2022 9:15 AM
To: Brook Patterson
Subject: RE: Carter - court-ordered notice to all FAs

Follow Up Flag: Follow up
Due By: Wednesday, December 21, 2022 4:00 PM
Flag Status: Flagged

Hi Brook – no, it should be going out today.

Chris

From: Brook Patterson **REDACTED** @wnco.com
Sent: Monday, December 19, 2022 8:21 AM
To: Chris Maberry **REDACTED** @wnco.com
Cc: Brook Patterson **REDACTED** @wnco.com
Subject: FW: Carter - court-ordered notice to all FAs

Hi Chris,

Did they get the notice out on Friday to FA's? If so, if they bcc'd you can you send it to me so I can place a copy in our TC file or let me know and I can ask Mike or Rachel for a copy.

Thanks
Brook

From: Mike Sim **REDACTED** @wnco.com
Sent: Friday, December 16, 2022 12:32 PM
To: Chris Maberry **REDACTED** @wnco.com; Meggan Jones **REDACTED** @wnco.com; Rachel Loudermilk **REDACTED** @wnco.com
Cc: Brook Patterson **REDACTED** @wnco.com
Subject: RE: Carter - court-ordered notice to all FAs

Chris:

Do you have a few minutes for a quick call for some clarification?

mjs

From: Chris Maberry **REDACTED** @wnco.com
Sent: Friday, December 16, 2022 11:55
To: Meggan Jones **REDACTED** @wnco.com; Mike Sims **REDACTED** @wnco.com; Rachel Loudermilk **REDACTED** @wnco.com
Cc: Brook Patterson **REDACTED** @wnco.com
Subject: RE: Carter - court-ordered notice to all FAs

A series of five horizontal black bars of increasing length, followed by a small black square. The bars are positioned at different vertical intervals and have irregular, stepped ends.

From: Meggan Jones REDACTED @wnco.com
Sent: Friday, December 16, 2022 11:51 AM
To: Chris Maberry REDACTED @wnco.com; Mike Sims REDACTED @wnco.com; Rachel Loudermilk
REDACTED @wnco.com
Cc: Brook Patterson REDACTED @wnco.com
Subject: Re: Carter - court-ordered notice to all FAs

From: Chris Maberry REDACTED [@wnco.com>](mailto:@wnco.com)
Sent: Friday, December 16, 2022 10:48:21 AM
To: Mike Sims REDACTED [@wnco.com>](mailto:@wnco.com); Rachel Loudermilk REDACTED [@wnco.com>](mailto:@wnco.com)

Subject: Carter - court-ordered notice to all FAs

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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Texas Board of Legal Specialization